Information Systems Librarian / Senior Information System Analyst

Duke Kunshan University

Job Description

Position Summary:

Reporting to the University Librarian, and working closely with other library staff including IT staff at Duke University Libraries (DUL) and Duke Kunshan University (DKU), this position provides technical expertise, day-to-day administration, and broad support for traditional and emerging library software solutions and standards. The incumbent will use a variety of technologies, along with excellent communication and interpersonal skills, to provide the best possible experience for library patrons and staff as they seek, access, and maintain the information resources in our library systems. This will include first-line technical support as well as day-to-day administration for all aspects of library systems, software and technology, with primary and sustained focus on the integrated library management system, discovery tools, web site, and the institutional repository.

Reports to:

University Librarian, DKU

Essential Duties:

- Manage the integrated library system on DKUL side;
- Serve as the primary liaison to the DUL IT for problem resolution;
- Manage the configuration and integration of discovery tools, an open access repository, and authentication software (EZProxy) as needed;
- Manage the library's web presence through coordination of and collaboration with the University's web team;
- Develop web technologies to enhance user experience if needed;
- Serve as the chief liaison in technology matters, such as hardware and networking, to campus IT, DUL, and outside IT service providers, and represent the library in collaborative and cooperative technology efforts;
- Provide research and input on new technology systems, software, and equipment to enhance the operation and services of the library;
- Troubleshoot problems and promptly report issues/unresolved problems to DUL IT, campus IT, and/or

vendors with follow-through until resolution;

- Support other library specific software, such as OCLC Connexion;
- Select, install, maintain, and support library hardware, software, & equipment;
- Create and implement strategies for storage and long-term preservation of digital collections;
- Assist library users, librarians, and support staff with desktop applications and specialized software;
- Develop, coordinate, and provide training in library technologies to library staff, faculty, students, and staff;
- Provide support to web-based technologies including the portal and library website;
- Collect and analyze data related to the Library Management System and other electronic services in support of decision making for library collections and services, including usability;
- Developing documentation of library systems and software application as needed.

Other Duties:
- Facilitate and coordinate special library projects;
- Compile statistics, analyze data, and prepare reports relating to areas of responsibility;
- Supervises interns and student assistants as needed, to provide timely technical support;
- Perform other duties as assigned;
- University employees' job responsibilities will continue to expand in scope and depth as the University grows in size and complexity in its programs.

Required Qualifications:
- Master's degree from an ALA-accredited program or international equivalent in related field or B.S. in IS, CS and with 5 years' experience working in information system related field;
- Demonstrated commitment to high-quality user experience and user services;
- Demonstrated ability to work well independently and as a team member;
- Demonstrated ability to work with database management systems, such as MS SQL, MySQL, MS Access, or other comparable tools;
- Experience in developing information systems/applications.
- Applied experience in current computer programing languages and web technologies such as PHP, Perl, Python, XML, CSS, or other comparable tools;
- Experience in digital preservation initiatives, such as LOCKSS, open access tools and platforms;
- Understanding of accessibility standards and accessible design;
- Proficiency with one or more scripting languages and coding HTML/CSS (advanced programming

skills desired);

- Solid oral and written communication skills in English;
- Excellent communication, planning, problem-solving, and analytical skills;
- Knowledge of current and emerging technologies, trends, issues, practices, and methods of developing system applications.

Preferred Qualifications:

- Two years' experience supporting an integrated library system, platforms, and software in an academic library setting;
- Experience in supporting library specific software, e.g. OCLC Connexion, ILLIAD, and library specific hardware, e.g. label printers, production scanners etc.;
- Experience supporting web based content management systems;
- Experience in programming using Ruby, Visual Basic, JQuery, Perl, PHP, JavaScript or other programming languages;
- Familiarity with image-based or text-based digital repositories (ContentDM, MDID, Digital Commons, DSpace, Fedora, etc.);
- Working knowledge of MARC and non-MARC metadata standards (e.g., Dublin Core, METS, MODS, VRA, etc.);
- Familiarity with library technology standards and protocols such as RDA. FRBR, OAI/PHM;
- Familiarity with EZProxy or Aleph;
- Working knowledge of the database technologies such as Oracle, JSON, API;
- Experience training, mentoring, and supervising student workers;
- Fluency in oral and written Chinese;
- Demonstrated abilities in research, scholarly work, and professional services.

How to Apply:

Duke Kunshan University requests from all applicants a curriculum vitae, a cover letter, and the name and contact information for three references. The materials should be submitted to DKUrecruitment@dukekunshan.edu.cn. Priority will be given to applications received by January 6, 2019 and applications will continue to be reviewed until the position is filled.